

Return Authorization (RA) request

1. Reason for RA request

Satisfaction Guarantee Warranty Repairs estimate (Please check one)

2. Purchaser and Retailer details

Purchaser's name: _____

Address: _____

City: _____ State: _____ Zip / Postcode: _____

Email: _____ Tel.(Hm/Wk/Mobile): (____) _____ Fax: (____) _____

My preferred method of contact is via Email Telephone Fax (Please check one)

Product model: _____ Serial number: _____

Place of purchase: _____ Date of purchase: _____

Address: _____

City: _____ State: _____ Zip / Postcode: _____

3. Nature of the fault / Reason for dissatisfaction

Please describe the nature of the fault or the reason you are not satisfied with the product:

4. Fax to: US: 011-61-8-9300-8734: Aus: (08)-9300-8734: Int'l.: +61-8-9300-8734, or Post to:

RA request
Keating Q Sports,
54 Santiago Parkway,
Ocean Reef. Western Australia. 6027

Please fax or post your RA request to the contacts above. An RA number and the closest return address will be issued to you after validation of the request. Please don't send product to us without a valid RA.

5. Check-list when returning product

- The satisfaction guarantee or warranty period has not expired
- Original purchase receipt attached to Warranty / Guarantee Card
- Completed Warranty / Guarantee Card enclosed
- Signed declaration if claiming on the satisfaction guarantee
- Product and its accessories re-packed and in as-new condition if requesting a refund
- Return shipping must be pre-paid
- Your RA number must be clearly marked on the package

(Returns received that do not clearly display an RA number will be returned to sender)

- The 30-day satisfaction guarantee is not available to commercial purchasers.
- The warranty period is 12 calendar months for personal-use purchasers and 3 calendar months for commercial purchasers.
- Non-warranty repairs will incur a charge.
- Product returned for a refund will incur a re-stocking fee if not in 100% as-new condition.

- Please provide a contact phone number as well as either your email address or fax number.

Important

- To claim warranty or receive a refund you must include both your original purchase receipt and your completed original Warranty / Guarantee card with the returned product.
- Please refer to the Warranty / Guarantee Card for terms and conditions.